













What are your expectations for this training?



Training Rules
Training Agenda







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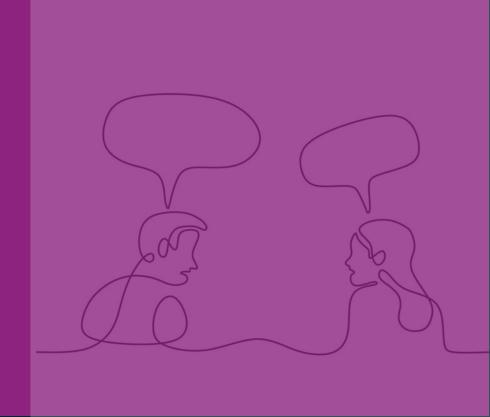


Communication Skills

Communication is the process of exchanging information between individuals or groups.

Strong communication skills enable you to express your thoughts and ideas effectively and efficiently.

While some people naturally excel at communication, others may find it more challenging.







Why Communication Matters?

 70% of workplace mistakes happen due to poor communication.

 Communication impacts teamwork, leadership, and relationships.







Stronger Relationships

 Reduces misunderstandings and builds trust

Career Growth

 Enhances leadership, teamwork, and problemsolving

Conflict Resolution

Helps prevent and resolve conflicts effectively

Persuasion & Influence

Aids in negotiations and inspiring others





Confidence & Clarity

Improves self-expression and assertiveness

Better Decision Making

 Leads to informed discussions and choices

Personal Development

Supports networking and emotional intelligence





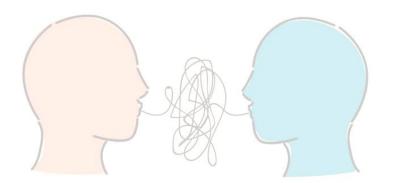
The Four Basic Types of Communication





Verbal Communication

- Involves spoken words to convey messages.
- Can be face-to-face eht revo ,
 phone hguorht ro ,virtual
 meetings .



Conversations

speeches

interviews

presentations

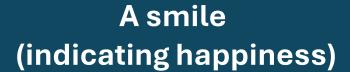
meetings





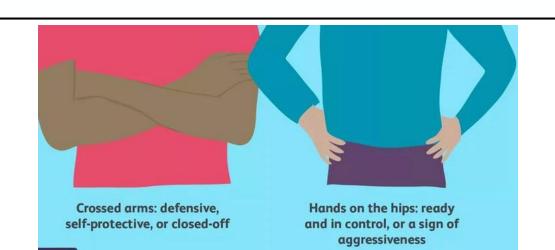
Nonverbal Communication —

- Communication without words, using body language, facial expressions, gestures, posture, and eye contact.
- Can reinforce, contradict, or replace verbal communication.



Nodding (showing agreement)

crossed arms (showing defensiveness)







The Power of Non-Verbal Communication



7% words.

• 55% of communication is body language, 38% tone, and



• Eye contact, facial expressions, and gestures matter.



 Crossed arms or lack of eye contact can send the wrong message.





Written Communication

- •Uses written words to communicate messages.
- •Can be **formal**, sliame, stroper) ro (stcartnoc**informal**, seton, stxet) .(stsop aidem laicos

Books

emails

letters

text messages





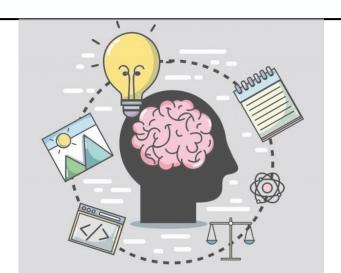






Visual Communication — □ ×

- Uses images, symbols, charts, graphs, and videos to convey information.
- Often used with other types of communication to enhance understanding.



Infographics

traffic signs

logos

PowerPoint slides

video tutorials









The Key Elements of Communication



- **Sender:** The individual who initiates the message.
- **Receiver:** The person or audience for whom the message is intended.
 - 1. Sender & Receiver:

2. Message & Medium:

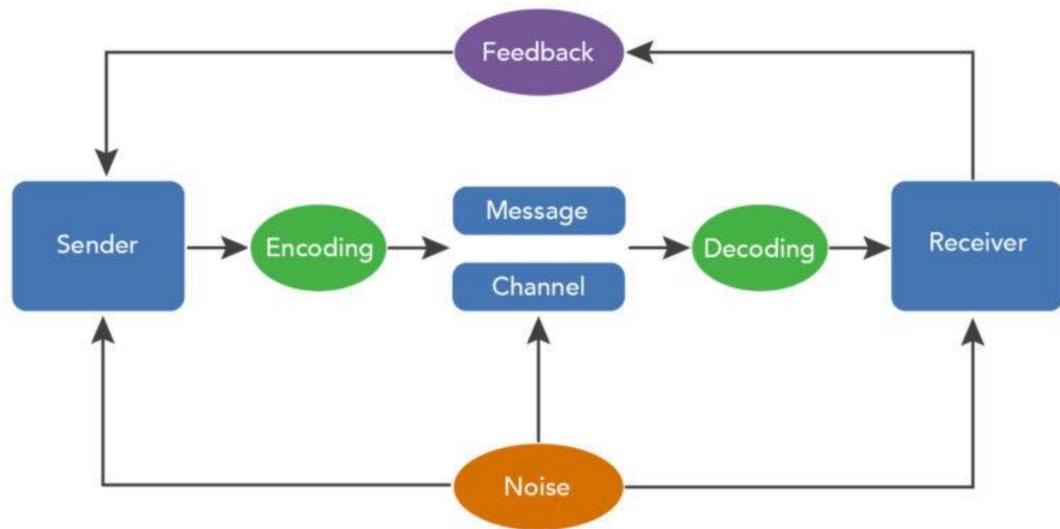
- Message: The actual content or information being communicated.
- **Medium:** The channel through which the message is delivered (face-to-face conversation).
- Choosing Wisely: Selecting the right words and the appropriate delivery method

- Definition: The process where the receiver provides a response back to the sender.
- Active Listening: Both parties engage in active listening to understand and respond appropriately.

3. Feedback Loop:





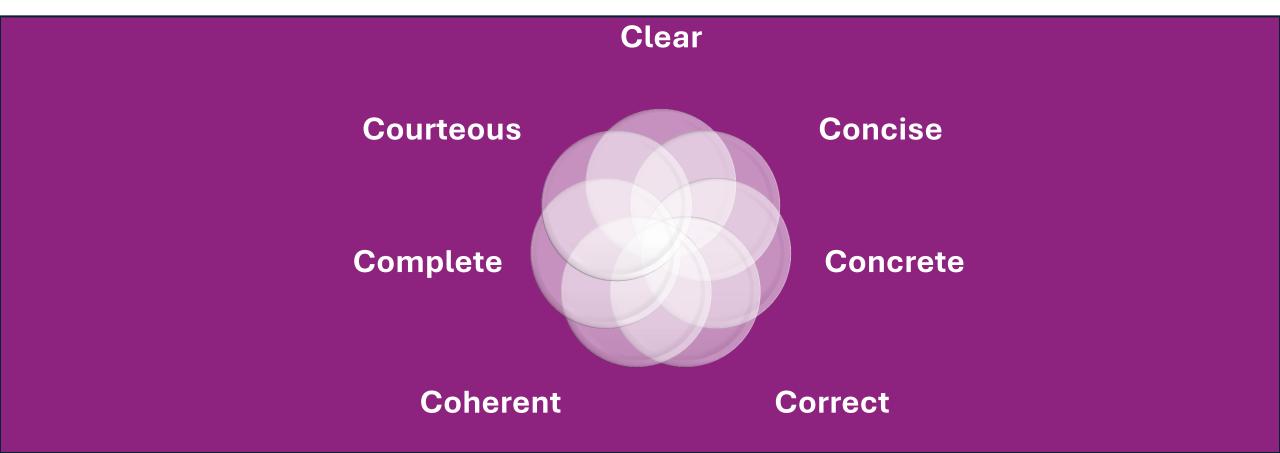






Effective Communication Strategies

The 7Cs of Communication:















2- Make sure to be specific

3- Give suggestions and solutions

4 Make sure it is private









1- Listen actively to understand.

2- Avoid defensiveness and aggression.

3- Do not interrupt to explain or justify

4- Ask for clarifications and details.

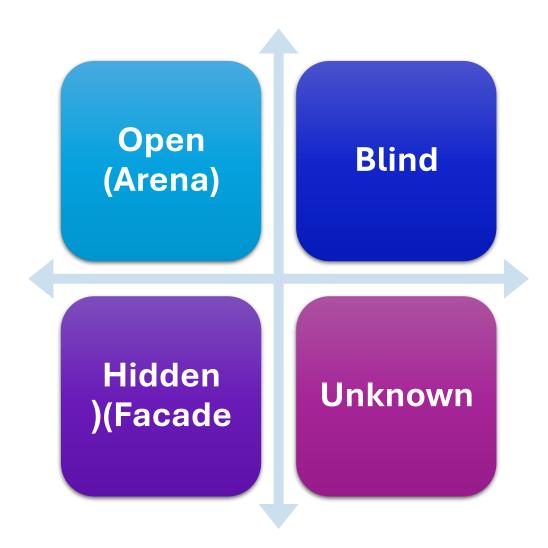






The Johari Window:

is a psychological tool that helps individuals understand and improve self-awareness and interpersonal communication. It divides personal awareness into four quadrants:







THE JOHARI WINDOW

Known to Self

Unknown to self

Known to Others

OPEN

Things that you and everyone else know

BLIND

Things that you are unaware of but others know

Jnknown to Ohthers

HIDDEN

Things that are known by you but unknown to others

UNKNOWN

Things that are unknown by you and everyone else





Person's Communication Style

What's Your Communication Style?

Communication Styles Video







Aggressive Communication

Characterized by trying to impose opinions forcefully without considering others' feelings

Uses a harsh tone, angry facial expressions, and dominant body language

Often leads to conflicts and makes others feel uncomfortable or defensive

Passive Communication

Involves avoiding confrontation and not expressing opinions or emotions clearly.

Typically features hesitant body language, a low voice tone, and a shy or uncertain demeanor

Can result in accumulated negative emotions and unmet personal needs.





Passive-Aggressive Communication

Appears passive on the surface but expresses anger indirectly (sarcasm or subtle remarks)

May involve ignoring others, emotional manipulation, or expressing dissatisfaction in an indirect way

Often leads to misunderstandings and indirect conflicts

Assertive Communication – The Most Effective

Involves expressing opinions with confidence and respect without being rude

Uses clear language, a balanced tone, and body language that conveys confidence

Helps build healthy relationships and achieve goals in a positive and constructive manner













Communication Barriers









Different اختلاف الثقافات culture

السخرية the irony

الضوضاء the noise

اوقت غیر مناسب Inappropriate time عدم الاهمية insignificance

feeling الشعور بعدم الارتياح uncomfortable

نقص معلومات Lack of information

















نصيا Texting

- WhatsApp
- Facebook Messenger
- LinkedIn Messenger











Video Calls



Facebook Messenger



Google Hangouts



Zoom



Google Meets







Always keep your position:

I deserve it and you deserve it.

Respect your
boundaries and
the boundaries of
others with
kindness (my
needs and the
needs of others)

Seek first to
understand, then
to be understood
(empathetic
listening
(feelings, words,
body language)

Express yourself clearly, honestly and calmly, and pay attention to your body language.

Last Notes















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Scan & Play

